

Product Number: 2354.02.09

INSTALL BAY LABOR

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The DTS Install bay provides installation of two-way radio, computer, in-car video, mobile data, and emergency lighting equipment in vehicles for State agencies and other government organizations. The install technicians also provide first echelon troubleshooting and repair of this equipment.

FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Vehicular Equipment Installation	Install radio and emergency equipment into agency vehicles. i.e. two-way radio, in-car video systems, computers, emergency lighting, siren, shotgun rack etc.
Equipment Repair	Provide first echelon service level repair of above equipment.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Labor	Installation labor rate	\$50.00/hour

ORDERING AND PROVISIONING

Customers may contact the Install Technicians to schedule an appointment. Customers, such as an officer on duty may also walk-in for emergency repairs.

Install Technicians (801)965-4543

Front Office (801)965-4535

DTS Customer Support Center (801)538-3440 or (800)678-3440.

DTS RESPONSIBILITIES

Install according to written class standards, communication and emergency equipment in agency vehicles.

Maintain and repair customer equipment.

AGENCY RESPONSIBILITIES

Notify the DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

Review billing to ensure accuracy. Any discrepancies must be discussed with DTS Billing within 30 days.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 77:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied